



FmHA AN No. 1856 (1951)

January 19, 1989

■ SUBJECT: Monthly Problem Case Resolution System

TO: State Directors

Purpose/Intended Outcome:

The purpose of this Administrative Notice (AN) is to provide information and guidance on the submission of "problem" cases. All problem cases will be submitted once a month to the Finance Office through the state correspondence coordinator.

Comparison with Previous AN:

This FmHA Administrative Notice (AN) replaces and updates the provisions of AN No. 1700 (1951), subject: Monthly Problem Case Allotment, dated December 11, 1987.

Implementation Responsibilities:

The following procedures will be followed in the resolution of "problem" cases.

1. The appointed coordinator will continue to serve as the contact point for resolving any questions or problems as they arise. The Finance Office coordinator for each state and his/her supervisor and telephone number are identified in Attachment 1.

2. The County Office will submit the Problem Explanation Sheet (Attachment 2), through the State Office for each problem case. The County Office must assure that all supporting documentation is provided to help in resolving the problem case. If the problem relates to an unprocessed form, such as an interest credit agreement, a copy of the form should be attached. Each delinquency audit request should have the Delinquency Audit Worksheet (Attachment 3), attached with all supporting documentation. When the application of a direct payment is in question, a copy of both front and back of either the endorsed check or money order should be provided. The County Office should send the problem cases to the State Office.

EXPIRATION DATE: May 31, 1989

FILING INSTRUCTION: Preceding
FmHA Instruction 1951-A



3. After screening all problem cases submitted from the County Offices for accuracy and completeness, the State Office will forward the problem cases to the Finance Office. Problem cases should be blocked and sent to the Finance Office as a single package by the first of the month. Each Attachment will reference one borrower. Any correspondence related to loan servicing received by the Finance Office directly from the County Office will be returned to the State Office without action being taken.

4. Telephone calls from County Offices relating to cases being handled through correspondence must pass through the state coordinator or his/her designee. (Telephone calls from the County Office regarding general questions relating to document preparation and form processing in the Finance Office should be addressed to the appropriate areas within the State Office. Program officials should call the appropriate supervisor for their state as identified in Attachment 1. County Offices should not call the Finance Office directly on these problem issues.)

5. The coordinator will be responsible for submitting each month the problem cases to be worked on by the Finance Office. The Correspondence Control Sheet (Attachment 4), will be submitted with the package identifying each problem case submitted. It will be used to coordinate efforts between the State Office and the Finance Office to assure all correspondence is resolved. The Finance Office will return all responses through the State Office with a copy going to the originating field office. It must be understood that, dependent on the complexity of the problem case, all cases will not necessarily be resolved during the month the case is received. It will, however, receive priority handling until fully resolved.

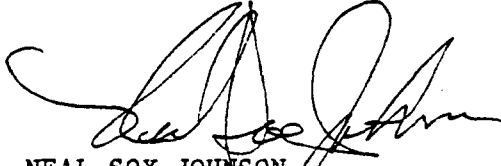
Activities Not Impacted by this AN Will Be:

1. Form FmHA 451-2, Schedule of Remittances, when found to be in error, should be copied and sent directly to the Finance Office with a Form AD-311, Speed Memo, containing an explanation of the problem. These corrections will be in addition to the problem cases submitted through the State Office. SPECIAL NOTE: If Form FmHA 451-2 was part of a concentration banking packet, all related problems are to be directed to the Collections Branch. The contact area and phone number are: Research and Control Section, commercial (314) 539-6082 or FTS 262-6082.

2. Correspondence related to the servicing of community programs and multiple family housing loans may still be sent directly to the Finance Office.

By following these guidelines, problem cases can be quickly resolved without adversely affecting other loan servicing areas. The problem case resolution system has been very successful. This success can be directly attributed to the fine spirit of cooperation between the State Offices and the Finance Office.

Your continued full cooperation will be greatly appreciated.

A handwritten signature in dark ink, appearing to read 'Neal Sox Johnson', written in a cursive style.

NEAL SOX JOHNSON
Acting Administrator

4 Attachments

1856(1951)

ATTACHMENT

MONTHLY ALLOTMENT BY STATE

State	Finance Office Contact	FTS Phone Number	Supervisor	FTS Phone Number
01-AL	Patsy Miller	262-6475	Susan Whitaker	262-2843
02-AZ	Joann Eide	262-2446	Susan Whitaker	262-2843
03-AR	Jean Hopson	262-2824	Susan Whitaker	262-2843
04-CA	Denise Jackson	262-6141	Rosalie Dugan	262-6031
05-CO	Denise Jackson	262-6141	Rosalie Dugan	262-6031
06-CT	Jean Hopson	262-2824	Susan Whitaker	262-2843
07-DE	Patsy Miller	262-6475	Susan Whitaker	262-2843
09-FL	Patsy Miller	262-6475	Susan Whitaker	262-2843
10-GA	Linda Nattier	262-6472	Rosalie Dugan	262-6031
12-ID	Karen Johnisee	262-6421	Rosalie Dugan	262-6031
13-IL	Karen Johnisee	262-6421	Rosalie Dugan	262-6031
15-IN	Karen Johnisee	262-6421	Rosalie Dugan	262-6031
16-IA	Linda Nattier	262-6472	Rosalie Dugan	262-6031
18-KS	Joann Eide	262-2446	Susan Whitaker	262-2843
20-KY	Denise Jackson	262-6141	Rosalie Dugan	262-6031
22-LA	Joann Eide	262-2446	Susan Whitaker	262-2843
23-ME	Jim Carey	262-2866	Susan Sasenger	262-6476
24-MD	Patsy Miller	262-6475	Susan Whitaker	262-2843
25-MA	Jean Hopson	262-2824	Susan Whitaker	262-2843
26-MI	Jim Carey	262-2866	Susan Sasenger	262-6476
27-MN	Paula Ellis	262-6678	Susan Sasenger	262-6476
28-MS	Cynthia Peck	262-6078	Rosemary Treece	262-6649
29-MO	Janet Stock	262-2461	Rosemary Treece	262-6649
31-MT	Dawn Smith	262-6079	Rosemary Treece	262-6649
32-NE	Vacant	262-2890	Susan Sasenger	262-6476
33-NV	Sharon Gottlieb	262-6641	Sharon Kiefner	262-6650
34-NH	Paula Ellis	262-6678	Susan Sasenger	262-6476
35-NJ	Paula Ellis	262-6678	Susan Sasenger	262-6476
36-NM	Cynthia Peck	262-6078	Rosemary Treece	262-6649
37-NY	Vacant	262-2890	Susan Sasenger	262-6476
38-NC	Dawn Smith	262-6079	Rosemary Treece	262-6649
40-ND	Janet Stock	262-2461	Rosemary Treece	262-6649
41-OH	Vacant	262-2890	Susan Sasenger	262-6476
42-OK	Caroline Crecelius	262-6665	Carolyn Lane	262-6661
43-OR	Jean Hopson	262-2824	Susan Whitaker	262-2843
44-PA	Vacant	262-6642	Sharon Kiefner	262-6650
45-RI	Jean Hopson	262-2824	Susan Whitaker	262-2843
46-SC	Fran Harris	262-6669	Sharon Kiefner	262-6650
47-SD	Fran Harris	262-6669	Sharon Kiefner	262-6650
48-TN	Kathryn Biddle	262-6643	Carolyn Lane	262-6661
49-TX	Caroline Crecelius	262-6665	Carolyn Lane	262-6661
52-UT	Sharon Gottlieb	262-6641	Sharon Kiefner	262-6650
53-VT	Paula Ellis	262-6678	Susan Sasenger	262-6476
54-VA	Irene Snyder	262-6670	Carolyn Lane	262-6661
56-WA	Sharon Gottlieb	262-6641	Sharon Kiefner	262-6650
57-WV	Kathryn Biddle	262-6643	Carolyn Lane	262-6661
58-WI	Sharon Gottlieb	262-6641	Sharon Kiefner	262-6650

1856(1951)

<u>State</u>	<u>Finance Office Contact</u>	<u>FTS Phone Number</u>	<u>Supervisor</u>	<u>FTS Phone Number</u>
59-WY	Vacant	262-6642	Sharon Kiefner	262-6650
60-AK	Irene Snyder	262-6670	Carolyn Lane	262-6661
61-HI	Kathryn Biddle	262-6643	Carolyn Lane	262-6661
62-GU	Irene Snyder	262-6670	Carolyn Lane	262-6661
63-PR	Vacant	262-6642	Sharon Kiefner	262-6650
64-VI	Paula Ellis	262-6678	Susan Sasenger	262-6476

PROBLEM EXPLANATION SHEET (SEE REVERSE FOR INSTRUCTIONS)

1. TO: FINANCE OFFICE	2. STATE CODE	3. COUNTY CODE	4. DATE
--------------------------	---------------	----------------	---------

5. SUBJECT:

6. BORROWER NAME

7. BORROWER CASE NUMBER

		-				-	0												
--	--	---	--	--	--	---	---	--	--	--	--	--	--	--	--	--	--	--	--

8. PROBLEM EXPLANATION:

9. IMPACT OF PROBLEM

10. PREPARED BY (NAME)

11. TITLE

INSTRUCTIONS: On the reverse of this form, list payments made during the current year. For prior year applications, fill out the front of this worksheet using Form FmHA 450-14, Annual Statement of Loan Account. If applicable, computation should include: Amortized Cost Item, Additional Partial Payment Agreement, Default Charges and Credit.

[illegible]

